DOCUMENT RESUME

ED 132 420 CE 009 228

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TITLE	Hospitality: A Teacher's Guide to an Employment Orientation Course for Special Needs Students.
INSTITUTION	Rutgers, The State Univ., New Brunswick, N.J. Curriculum Lab.
SPONS AGENCY	New Jersey State Dept. of Education, Trenton. Div. of Vocational Education.
PUB DATE	Dec 76
NOTE	27p.; For related documents see CE 009 226-228 and CE 009 230-232
AVAILABLE FROM	New Jersey Vocational-Technical Curriculum Laboratory, Bldg. 4103, Kilmer Campus, Rutgers University, New Brunswick, New Jersey 08903 ($1.50 plus postage)
EDRS PRICE	MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS	*Career Exploration; Curriculum; *Disadvantaged Youth; *Handicapped Students; Hotels; Instructional Materials; *Job Skills; Lesson Plans; Secondary Education; *Service Occupations; Special Education; Special Programs; Teaching Guides; Unskilled Occupations; Vocational Education

ABSTRACT

This teachers' guide on hospitality is one of a series of six designed for the employment orientation program for special needs students at the Gloucester County Vocational-Technical School in Sewell, New Jersey. The series includes laundry, hospitality, sewing, basic business, foods, and beauty culture. The foreword indicates that objectives are (1) to assess students so that at the end of the orientation year they can be mainstreamed into a regular vocational shop area and (2) to acquaint them with specific types of employment in a particular trade or industry. Each guide contains class lesson plans consisting of objectives, subject matter covered, audiovisual aids, demonstrations, student activities, and evaluation suggestions. The 10 lessons in the hospitality unit, are (1) The Hotel-Motel Business, (2) How to Load a Maid's Cart, (3) Entering the Guest's Room and Making Entry Inspection, (4) How to Begin Cleaning, (5) Cleaning the Bathroom, (6) Making the Bed, (7) The Vacuum Cleaner and Basic Dusting Procedures, (8) Cleaning the Bedroom Area, (9) Making a Final Inspection, and (10) Visitation of a Hotel-Motel Facility. Charts and masters for projectuals are also included. (HD)

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ED132420

State of New Jersey
Department of Education
Division of Vocational Education

HOSPITALITY

-- A TEACHER'S GUIDE TO AN EMPLOYMENT ORIENTATION COURSE FOR SPECIAL NEEDS STUDENTS

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Vocational-Technical
Curriculum Laboratory
Rutgers – The State University
Building 4103 – Kilmer Campus
New Brunswick, New Jersey

December 1976

OE 009 228

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FOREWORD

This manual is one of a series of six designed for the Employment Orientation program at the Gloucester County Vocational-Technical School. The school is a shared-time facility that has one group of students for approximately 3 hours in the morning and another group for approximately 3 hours in the afternoon. The Employment Orientation program is taught in six discrete units so that additional students may be accommodated if vacancies occur during the year.

The six areas covered are:

Laundry
Hospitality
Sewing
Basic Business
Foods
Beauty Culture

At the end of the year, assessments are made so that students can be mainstreamed into a regular program the following year. Therefore our major goal is to try to mainstream each of the students in the Employment Orientation program into regular vocational shop areas. A secondary goal is to acquaint the students with specific types of employment in a particular trade or industry, so that the choice of a vocational shop may be based on the realities of the world of work as well as on the aptitudes of the particular student.

All of the Special Needs students are classified by their district Child Study Team and are screened for admission into the Employment Orientation Program by the Special Needs Department at Gloucester County Vocational-Technical School.

This curriculum project includes daily class lesson plans, consisting of objectives, subject matter covered, audiovisual aids,demonstrations, student activities, and evaluation suggestions. The teacher is urged to make handouts out of all the audiovisuals and charts.

Some of the instructional material suggested may, of course, prove to be too difficult for some of the students. The teacher must, as always, tailor the material to the needs of the individual. Conversely, a large number of student activities have been incorporated into the program for those students who may progress faster than others.

A math program accompanies these units to stress the necessity for a basic understanding of practical math. For example, linear measurement is taught during the sewing unit, and weights and measures is taught during the foods unit.

In some areas, particularly Beauty Culture, the teacher will not expect complete memorization of all details covered, but should stress that these are included in the course content of a regular vocational course. The purpose is to give the student a realistic picture of what the regular course would be like and what would be expected if that student chose that course to be mainstreamed into the following school year.

Francine Grubb

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Objectives of the Hospitality Unit

Upon the completion of this unit the student will be able to:

1. Identify and describe jobs in the hotel-motel industry.
2. Demonstrate how to properly load a maid's cart.
3. Make a room inspection and complete a damage report.
4. Properly clean a hotel or motel unit (bedroom and bath).
5. Use a vacuum cleaner and replace the bag in a vacuum cleaner in the proper manner.
6. Make a final inspection of the room and use the correct procedure in handling complaints.

References

Hospitality – A Suggested Course of Study. Vocational-Technical Curriculum Laboratory, Rutgers – The State University, New Brunswick, N.J. 08903.

Local hotel-motels can supply maintenance forms, purchase requisitions, and other forms. Contact the housekeeping department.

"Exploring Careers in Hospitality and Food Service" (Text and Teacher's Guide)
Cincinnati Public Schools, 1975
McKnight Publishing Co.
Bloomington, Ill. 61701

Rocom Film Loop Series:
Health Employee Learning Program
Division of Hoffman–LaRoche, Inc.
Nutley, N.J. 07110

Transparencies
"How To Be a Housekeeping Aide"
Hospital Research and Educational Trust, Chicago, 1967
Robert J. Brady Co.
Bowie, Md. 20715

Objectives

At the completion of this lesson the student will be able to:

--Differentiate between jobs in the hotel-motel business.
--Act out the proper procedures for applying for a job in the industry.
--List the qualifications for a particular job in the industry.

Method

A. Lecture – discussion

1. What is the hospitality business?
2. What are the different jobs in the hospitality industry?
3. Focus on the job of the housekeeper.
4. How to report for work
   a. Conditions of uniform
   b. Personal appearance
5. Importance of the work
6. Punctuality and check-in
7. Pass-key responsibility

B. Audiovisual – none

C. Demonstration
Role-playing situations with students in:
a. Different jobs in the hospitality industry.
b. Applying for a particular job.

Teacher preparation

Gather lecture notes.

Student activities

A. Students will make a list of the jobs in the industry.
B. Students will practice applying for a certain job in the hospitality business.
C. Students will list what they feel the important qualifications for this work.

Evaluation

Teacher will evaluate what the students feel are important job qualifications.

Objectives

At the conclusion of this lesson the student will be able to:

--Properly load a maid's cart.
--Keep a list of supplies needed to refill the cart.

Method

A. Lecture – discussion

1. Loading the maid's cart
   a. The importance of having things near at hand.
   b. The importance of keeping track of your materials.
2. What should be in the maid's cart?
   a. Buckets
   b. Detergents
   c. Various cleaners
   d. Dustcloths (treated and nontreated)
   e. Soap, toilet tissue, stationery
   f. Toilet bands and glass wrappers
   g. Clean linen

B. Audiovisual

A.V. 2 – What Should Be on the Maid's Cart?

C. Demonstration

Students will role-play loading the maid's cart before entering a room.

Teacher preparation

A. Gather lecture notes
B. Get overhead projector and A.V. materials.
C. Get materials for student activity.

Student activities

A. Students will make a supply sheet and fill it out as it should be done.
B. Teacher will take things off the maid's cart and the student will have to determine what is missing.
C. Then student will fill out the supply sheet so that the missing items will be replaced.

Evaluation

Teacher will evaluate the three student activities listed above.

Objectives

At the conclusion of this lesson the student will be able to:

--Properly enter a guest's room, following the general rules on room entry.
--Make a room inspection and complete a damage report to be given to the management.

Method

A. Lecture – discussion

1. Door-lock indicators and "Do Not Disturb" signs.
2. General rules on room entry.
   a. Knock on door
   b. Guest in the room
3. Making entry inspection
4. Checking equipment and furniture for damage
5. Completing a damage report
6. What to do with articles left behind

B. Audiovisuals

1. Samples of "Do Not Disturb" signs
2. A.V. 3 – Sample of damage report or maintenance request

C. Demonstration

Completing a damage report

Teacher preparation

A. Gather lecture materials.
B. Get samples of "Do Not Disturb" signs and damage reports.
C. Collect materials for student activities.

Student activities

A. Students will make "Do Not Disturb" signs.
B. Students will complete damage reports in several different situations set up by the teacher.

Evaluation

Students will be evaluated on how well they complete the damage reports. Were all of the damages reported? Is the report neat and easy to read?

Objectives

At the completion of this lesson the student will be able to:

--Demonstrate how to begin cleaning a room.
--Follow a basic procedure for bringing in fresh supplies.

Method

A. Lecture – discussion

1. Taking in a "view" of the room as a whole
2. Hang articles of clothing
3. Check for partially filled glasses, filled ashtrays, litter, etc.
4. Check the supply list ahead of time to save steps from your maid's cart.

B. Audiovisual – none

C. Demonstration

Students will role-play entering a room and beginning to clean. Each student will follow the checklist of procedures.

Teacher preparation

A. Gather lecture notes.
B. Be sure that all is ready for demonstration

Student activities

Students will take turns being supervisor and housekeeper. Supervisors will make room "ready" for the housekeeper, and then the housekeeper will have to enter the room, begin cleaning, and make out a list of needed items. Supervisor will determine how well the housekeeper did.

Evaluation

Teacher will oversee the student activity and determine how well the supervisor and housekeepers played their roles. Also, how well was criticism taken (and given)? Were mistakes corrected properly?

Objectives

At the conclusion of this lesson the student will be able to:

--Properly clean the bathroom.
--Check the bathroom fixtures and supplies

Method

A. Lecture – discussion

1. Enter the bathroom for cleaning.
2. Pick up any towels or debris.
3. Clean shelving.
4. Clean bath mirror, soap dish, glass rack.
   Different types of soap dispensers.
5. Clean wash basin.
6. Clean tub and shower.
7. Clean ceramic wall tile, shower curtain or shower door.
8. Clean toilet bowl and seat.
9. Check bathroom supplies
   a. Glasses (properly wrapped)
   b. Soaps
   c. Sanitary toilet bands
   d. Extra toilet tissue
10. Clean the floor (last).

B. Audiovisual

A.V. 5 – Cleaning the Bathroom

C. Demonstration

Teacher will demonstrate the proper techniques for cleaning the bathroom.

Teacher preparation

A. Gather lecture notes.
B. Get overhead projector and A.V. materials.
C. Get materials needed for cleaning the bathroom.

Student activities

Students will each clean the bathroom in the proper manner, following a check list of instructions. (Same instructions as on A.V. 5)

Evaluation

Teacher will evaluate each student individually on how well she/he follows the checklist in cleaning the bathroom. Was the job done properly?

Objective

At the conclusion of this lesson the student will be able to:

--Make a bed properly and efficiently and remove soiled linens.

Method

A. Lecture – discussion

1. Remove linens from beds.
2. How to replace pillowcase.
3. Collect soiled bathroom linen.
4. Place soiled linen on cart.
5. Step-by-step procedure for making bed (A.V. 6)
6. Check to see that the job was done right.

B. Audiovisual

1. A.V. 6 – Making a Bed
2. Rocom film – Making the Unoccupied Bed

C. Demonstration

Teacher will demonstrate the proper way to make the bed.

Teacher preparation

A. Gather lecture notes
B. Get overhead projector, Rocom projector, and A.V. materials.
C. Be sure all materials for making the bed are in order.

Student activities

A. All students will make the bed in the proper manner, by following their checklist of steps.

B. Students will practice bedmaking to develop efficiency. Students will time themselves until their time is improved.

Evaluation

A. Did student properly follow instruction sheet?
B. How much time was used to make the bed?
C. Were soiled linens disposed of properly?

Objectives

At the conclusion of this lesson the student will be able to:

--Properly empty the vacuum cleaner.
--Use the vacuum cleaner on the proper setting for the pile.
--Properly vacuum an area, being sure to cover every area in the room.
--Demonstrate the proper technique for dusting.

Method

A. Lecture – discussion

1. Types of vacuum cleaners
2. Need for frequent cleaning of the machine
3. Emptying the vacuum cleaner when filled
4. How to vacuum carpeting
5. Checking the proper setting
6. Types of dusting equipment
7. Procedure for dusting a room

B. Audiovisuals

1. Overhead transparencies from "How To Be a Housekeeping Aid"
2. Rocom film on Dust Mopping

C. Demonstration

1. Teacher will demonstrate the proper way of caring for the vacuum cleaner and using the vacuum cleaner.
2. Teacher will demonstrate the proper techniques of dusting a room.

Teacher preparation

A. Gather lecture notes.
B. Get overhead projector, Rocom projector, and A.V. materials.
C. Gather materials needed for demonstrations.

Student activities

A. Students will properly empty and use the vacuum cleaner.
B. Students will demonstrate proper dusting techniques.

Evaluation

A. Students will be evaluated on the use and care of the vacuum cleaner.
B. Students will be evaluated on the proper techniques of dusting.

Objective

At the completion of this lesson the student will be able to:

--Properly clean a bedroom unit.

Method

A. Lecture – discussion

1. Use proper procedure for entering the room.
2. Check the closet area.
3. Make the bed first (or according to house rules).
4. Clean furniture and check drawers.
5. Wax and polish.
6. Vacuum floors (last).

B. Audiovisual

1. A.V. 8 – How To Clean the Bedroom Unit
2. Rocom Film – Patient Room Cleaning

C. Demonstration

Teacher will demonstrate the proper procedure for cleaning the bedroom unit.

Teacher preparation

A. Gather lecture notes.
B. Get overhead projector, Rocom projector, and A.V. materials.
C. Be sure all equipment and materials are available for demonstration and student activity.

Student activity

Each student will clean the bedroom unit, making sure to follow the instructions given.

Evaluation

Students will be evaluated by the teacher on how well they carry out their cleaning of the bedroom unit.

Objectives

At the conclusion of this lesson the student will be able to:

--Make a final inspection of the room.
--Follow the correct procedure in handling complaints

Method

A. Lecture – discussion

1. Review your checklist before leaving the room (A.V. 9)
2. Take a last look.
3. Check heater or air-condition setting.
4. Turn off lights.
5. What to do about guest complaints.
6. Relations with guests.

B. Audiovisual

1. A.V. 9 – Checkout Procedure
2. Rocom film – Dismissal Cleaning

C. Demonstration

Teacher will demonstrate how to make a final inspection.

Teacher preparation

A. Gather lecture notes
B. Get overhead projector, Rocom projector, and A.V. materials.
C. Be sure all materials needed for demonstration and student activity are together.

Student activities

A. Students will perform proper inspection of a room.
B. Students will role-play relations with guests and handling of complaints.

Evaluation

Teacher will evaluate students on proper final-inspection procedures.

Objectives

Students will learn through this trip:

--Procedures used at other hospitality centers
--Different jobs that are available in the hospitality field.
--Job demands that would be made upon them if they entered this field.

Method

This would be the ideal time for students to visit a local hotel or motel. They should have certain questions formulated before they leave. The teacher should be sure to point out what they should be looking for on this trip. For example,

What are the jobs at this motel or hotel?
What does each person do?
What products are used?
What things are done differently from the way we did them in class?
What would be different in a larger motel? in a smaller motel? etc.

Upon returning to school, the teacher should review the questions that were to be looked for and determine whether the trip was a success in that the questions were all understood and answered by the students.

WHAT SHOULD BE ON THE MAID'S CART?

1. Buckets
2. Detergents
3. Toilet-bowl cleaner
4. Waxes and polishes
5. Glass cleaner
6. Dustcloths
7. Mop, broom, vacuum cleaner
8. Soap, toilet tissue, stationery
9. Toilet bands and glass wrappers
10. Clean linen

MAINTENANCE
REQUEST
356943

BY _____ DATE _____
LOCATION _____
PROBLEM _____

ASSIGNED TO _____
DATE COMPL. _____ TIME SPENT _____
COMPLETED BY _____
REMARKS _____

MAINTENANCE
REQUEST
356944

BY _____ DATE _____
LOCATION _____
PROBLEM _____

ASSIGNED TO _____
DATE COMPL. _____ TIME SPENT _____
COMPLETED BY _____
REMARKS _____

MAINTENANCE
REQUEST
356945

BY _____ DATE _____
LOCATION _____
PROBLEM _____

ASSIGNED TO _____
DATE COMPL. _____ TIME SPENT _____
COMPLETED BY _____
REMARKS _____

MAINTENANCE
REQUEST
356946

BY _____ DATE _____
LOCATION _____
PROBLEM _____

ASSIGNED TO _____
DATE COMPL. _____ TIME SPENT _____
COMPLETED BY _____
REMARKS _____

CLEANING THE BATHROOM

1. Pick up towels and litter.
2. Clean shelving.
3. Clean mirror, soap dish, and glass rack.
4. Clean wash basin.
5. Clean tub and shower.
6. Clean wall tiles.
7. Clean shower curtain or shower door.
8. Clean toilet bowl and seat.
9. Check bathroom supplies.
10. Clean the floor.

MAKING a BED

Needed:

2 sheets
I blanket
I pillowcase

1. Turn the mattress and replace mattress pad.
2. Spread the foundation sheet on the bed.
3. Make four mitered corners and tuck in sides.
4. Put on top sheet, pulling it past the top of the bed. Miter the corners at the foot of the bed.
5. Put on blanket so it comes to the top of the bed. Miter the corners at the foot of the bed.
6. Turn down the top part of the sheet over the blanket.
7. Put on pillowcase and place pillow on bed.
8. Put on bedspread and tuck it under the pillow.

HOW TO CLEAN THE BEDROOM UNIT

1. Bring all needed cleaning items either to door or into the room.

2. Check closet area. Place garments on hangers and straighten area.

3. Make the bed first (or according to house rules).

4. Clean and wax furniture. Be sure to check drawers for stationery and advertisement articles.

5. Vacuum floors last.

Checkout Procedure for Housekeepers

After a guest has checked out of a unit (room), use the following procedure:

A. Bring cart and supplies to the room.
Remove sheets from the bed and the towels from the bathroom. Place them in the cart.

B. Check the room for things the guest might have forgotten.

C. Remove trash from the room, including refuse in ash trays and wastebasket.

D. Clean the bathroom by:
(1) Dusting all surfaces.
(2) Washing and drying the mirror, wash basin, tub or shower, toilet, and the floor of the room.
(3) Replenishing the bathroom with towels, soap, and tissue.

E. Make the bed. Be sure to miter corners (fold a certain way). Use as few motions as possible to make the bed. Make sure that the spread is smooth and free of wrinkles.

F. Clean the room by:
(1) Dusting all surfaces. Be sure to open each drawer and dust inside of the drawer as well.
(2) Washing and drying any mirrors or table tops.
(3) Vacuuming the carpet.

G. Before leaving, check:
(1) To see that the room is in proper order.
(2) To make sure that all lights work (none should be burned out).
(3) To see that the room temperature controls are in their proper setting.
(4) Turn off all lights and lock the door.

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